

**Dumfries & Galloway Council**

Date 07/05/2026

Data Protection Officer

Dumfries & Galloway Council Headquarters

English Street

Dumfries

DG12DD

Ref: 100189

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018

Client Name: Miss Emma Lindsay

Client Address: 46 Mayfield Avenue, KA1 4EA

Client Reference: 100189

Date of Birth: 26/08/1990

Also Known As:

Name in Care:

Dear Sir/Madam,

We act on behalf of the above-named client, who was placed in residential care at the institution(s) referenced below during the approximate period stated.

Approximate Dates of Placement:

Numerous Quarriers Homes: 2003-2007

This request is made under Article 15 of the UK General Data Protection Regulation and Section 45 of the Data Protection Act 2018.

**Scope of Request**

We request disclosure of all personal data held in relation to our client, across all systems and formats, including but not limited to:

Admission and discharge records

Full placement history, including transfers between care settings

Social work records, case files, and assessments

Daily logs, key worker notes, and case notes  
Incident reports, safeguarding records, and protection referrals  
Case conference notes, reviews, and internal assessments  
Complaints, investigations, and outcomes  
Correspondence between staff, local authorities, and external agencies  
Records shared with or held by third-party care providers acting on your behalf  
Medical, psychological, or educational records held within the care file  
Photographs or other documentation relating to our client's time in care  
Records identifying staff members and roles involved in their care

### **Historical and Archived Records**

Given the historical nature of this request, we require that all reasonable and proportionate searches are undertaken, including:

Archived and off-site storage  
Legacy systems, including paper, microfiche, and scanned records  
Records held under previous authority names, reorganisations, or successor bodies  
Records held by contracted, private, or voluntary sector care providers commissioned by your authority

### **Placement and Authority Clarification**

Where records indicate placement in additional care settings, we request:

Details of those institutions  
Dates of placement  
The commissioning or responsible authority

This information is required to ensure a complete and accurate record of our client's time in care.

### **Format of Disclosure**

Please provide the information in electronic format where possible. Where records exist only in non-digital formats, scanned copies will be acceptable.

### **Enclosures**

We enclose:  
Signed authority from our client  
Proof of identity

Should you require any further information to process this request, please advise promptly.

### **Statutory Timeframe**

We expect a response within the statutory one calendar month period. If you require an extension, please confirm this in writing with full justification.

### **Non-Holding of Data**

If your organisation does not hold the requested data, we require:

Formal written confirmation of this position

Details of any organisation believed to hold the data, including successor or archive bodies where applicable

**Service of Documents**

We only accept service of documents via email at [evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk). Should you for any reason be unable to send documents to the above email, please notify us via the same email imminently.

Yours faithfully,

Investigations Team

MMA Legal

E: [evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk)

T: 0161 563 0816

## **DEED OF AUTHORITY & CONSENT**

| <b>THIS DEED is made on the date of signature below by (the “Client”)</b> |                               |
|---|-------------------------------|
| Full Name:  | Emma Lindsay                  |
| Date of Birth:  | 26/08/1990                    |
| Previous Names (if any):  |                               |
| Current Address:  | 46 Mayfield Avenue<br>KA1 4EA |
| Previous Addresses (relevant to care placements):                         |                               |
| CHI / NHS Number (if known):  |                               |

| <b>IN FAVOUR OF (the “Representative”)</b> |                                       |
|--|---------------------------------------|
| Firm Name:                                 | MMA Legal                             |
| Address                                    | SToK, 43-59 Princes Street, Stockport |
| Postcode                                   | SK1 1RY                               |
| Email                                      | evidence@mmalegal.co.uk               |
| Telephone Number                           | 0161 563 0816                         |

### **1. STATUS AND CONSTRUCTION**

- 1.1.** This Deed is executed as a deed and constitutes valid written authority for the purposes of:
  - 1.1.1.** UK GDPR
  - 1.1.2.** Data Protection Act 2018
  - 1.1.3.** Common law confidentiality
  - 1.1.4.** Any related statutory, regulatory or supervisory framework
- 1.2.** This Deed shall be interpreted purposively and broadly to give full effect to the Client’s intention that all personal data and Records relating to them be disclosed to the Representative, subject only to lawful statutory restriction.
- 1.3.** This Deed is intended to provide clear and comprehensive authority for disclosure of the Client’s personal data.

### **2. APPOINTMENT**

MMA Legal Limited, a company registered in England and Wales (registered number: 13900519) is authorised and regulated by the Solicitors Regulation Authority. Access the SRA’s rules at

<http://www.sra.org.uk/solicitors/handbook/welcome.page>

SRA Number: 8000579

- 2.1. The Client appoints the Representative to act fully on their behalf in connection with:
  - 2.1.1. An application to Redress Scotland;
  - 2.1.2. Any review, reconsideration or appeal;
  - 2.1.3. Evidence gathering and submission;
  - 2.1.4. Any associated advisory, compensatory or restorative process.
- 2.2. Requests made by the Representative shall be treated as made personally by the Client.

### **3. SCOPE OF AUTHORITY**

- 3.1. This Authority applies to all public and private bodies including (without limitation):
  - 3.1.1. Local Authorities and Councils
  - 3.1.2. NHS Boards and GP Practices
  - 3.1.3. Health & Social Care Partnerships
  - 3.1.4. Integration Joint Boards
  - 3.1.5. Religious bodies and orders
  - 3.1.6. Residential and foster care providers
  - 3.1.7. Education authorities and schools
  - 3.1.8. Government departments
  - 3.1.9. Archive services
  - 3.1.10. Insurers holding historical liability files
  - 3.1.11. Successor, merged or restructured public bodies
- 3.2. The Authority applies whether Records are:
  - 3.2.1. Archived, microfiche, digitised or handwritten;
  - 3.2.2. Stored off-site by contractors;
  - 3.2.3. Held by dissolved or reconstituted institutions;
  - 3.2.4. Transferred following statutory reorganisation.
- 3.3. The Client requests that records not be withheld solely on administrative grounds such as archival storage or institutional restructuring including, for example:
  - 3.3.1. The institution has closed or restructured;
  - 3.3.2. Records are archived or require manual retrieval;
  - 3.3.3. Records are held by insurers or successor bodies;
  - 3.3.4. Retrieval involves time or administrative burden.

### **4. SPECIAL CATEGORY DATA – EXPLICIT CONSENT**

- 4.1. For the purposes of Article 9 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of all special category data including:
  - 4.1.1. Physical and mental health records
  - 4.1.2. Psychiatric and psychological reports
  - 4.1.3. Therapy and counselling notes
  - 4.1.4. CAMHS records
  - 4.1.5. Social work and safeguarding files
  - 4.1.6. Ethnicity or religious data where recordedThis includes all NHS and private medical providers.

This explicit consent may be withdrawn at any time by written notice.

## **5. CRIMINAL OFFENCE DATA – EXPLICIT CONSENT**

**5.1.** For the purposes of Article 10 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of:

- 5.1.1.** Criminal offence data
- 5.1.2.** Police investigation material
- 5.1.3.** Child protection investigations
- 5.1.4.** Statements and intelligence logs
- 5.1.5.** Outcome decisions

including records held by:

- 5.1.6.** Police Scotland
- 5.1.7.** Any predecessor Scottish police force
- 5.1.8.** Prosecuting authorities.

## **6. THIRD-PARTY DATA AND REDACTION**

- 6.1.** The existence of third-party data shall not justify refusal to disclose the Client's personal data.
- 6.2.** Where necessary, redaction shall be limited strictly to third-party information.
- 6.3.** Mixed data shall be disclosed in redacted form rather than withheld in entirety.

## **7. PROPORTIONALITY AND REASONED DECISION-MAKING**

- 7.1.** Any refusal, limitation or redaction must:
  - 7.1.1.** Identify the specific statutory exemption relied upon;
  - 7.1.2.** Explain how that exemption applies to the particular Record;
  - 7.1.3.** Confirm why partial disclosure is not possible;
  - 7.1.4.** Be communicated in writing.
- 7.2.** Blanket refusal without statutory justification may not satisfy statutory obligations under applicable data protection legislation.
- 7.3.** Any reliance upon "disproportionate effort" must provide written reasoning demonstrating why staged disclosure or redaction is not feasible.

## **8. VALIDITY AND FORMAL REQUIREMENTS**

- 8.1.** This Deed remains valid for 24 months from execution unless withdrawn in writing.
- 8.2.** Disclosure shall not be refused because:
  - 8.2.1.** An internal template form has not been used;
  - 8.2.2.** The Authority is considered "out of date" within internal policy;
  - 8.2.3.** Additional consent is sought beyond reasonable identity verification.
- 8.3.** Any organisation acting in good faith reliance upon this Deed shall be fully discharged in making disclosure.

## **9. REGULATORY AND STATUTORY RIGHTS**


In the event of non-compliance, refusal, or unreasonable delay in responding to a lawful request made under this Deed, the Client and/or the Representative reserve the right to pursue any statutory or regulatory remedies available under applicable law.

This may include raising concerns with the relevant supervisory authority or regulator where appropriate.

Nothing in this Deed limits the Client's rights under the UK GDPR, the Data Protection Act 2018, or any other applicable statutory framework.

Withdrawal shall not invalidate disclosures already made in reliance upon this Deed.

### **EXECUTION AS A DEED**

| Signed and delivered as a Deed by the Client: |   |
|---|---|
| Signature                                     |  |
| Print Name                                    | Emma Lindsay  |
| Date  | 03/03/2026  |

| Witness    |  |
|------------|--|
| Name       | Billie Tyrie                                   |
| Address    | SToK, 43-59 Princes Street, Stockport, SK1 1RY |
| Occupation | Case Handler                                   |
| Signature  | <b>Billie Tyrie</b>                            |
| Date       | 03/03/2026                                     |

# Completion Certificate

Reference ID: 25720739-f31b-44d9-8ff5-e540fd15d366

## Document Details

**Document Name(s):** loa  
**Total Pages:** 4  
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**Completed Date:** Mar 03, 2026 17:27:58 UTC

## Signer Information

**Name:** Not Provided  
**Email:** emmalindsay26@outlook.com  
**Telephone:** Not Provided  
**IP Address:** 62.56.89.108



Verified Electronic Signature

## Audit Trail

| Action                         | Timestamp           | IP Address    |
|--------------------------------|---------------------|---------------|
| Created                        | 2026-03-03 17:26:47 | System        |
| Document link opened by client | 2026-03-03 17:26:53 | 74.125.208.43 |
| Document electronically signed | 2026-03-03 17:27:58 | 62.56.89.108  |

## Security Verification

SHA-256 Checksum: 2a9b7d1df3910bdf8f48d1499adfab50ffbfbc82612e3deab76df7c60e900f3f

*This document is a legally binding record of the e-signature process.*



# STARLING



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www.starlingbank.com

**Miss Emma Lindsay**  
46 Mayfield Avenue  
Hurford  
Kilmarnock  
Ayrshire  
KA1 5EA

Account Name: Emma Lindsay & Gibson Wells  
IBAN: GB63SRLG60837136055336  
BIC: SRLGGB2L  
Sort code: 60-83-71  
Account Number: 36055336

| Summary         |  | 01/03/2026 - 20/03/2026 |
|-----------------|--|-------------------------|
| Opening Balance |  | £795.08                 |
| Payments In     |  | £1792.73                |
| Payments Out    |  | £2253.10                |
| Closing Balance |  | £334.71                 |

Your deposit is eligible for protection by the Financial Services Compensation Scheme.

## 01/03/2026 - 20/03/2026 Statement

| DATE       | TYPE              | TRANSACTION                                   | IN      | OUT     | END OF DAY ACCOUNT BALANCE |
|------------|-------------------|---|---------|---------|----------------------------|
|            | OPENING BALANCE   |   |         |         | £795.08                    |
| 01/03/2026 | CARD SUBSCRIPTION | Prime Video*PL3TQ7URS                         |         | £7.99   |                            |
| 01/03/2026 | CONTACTLESS       | THE GREEN WELLY STOP                          |         | £43.56  | £743.53                    |
| 02/03/2026 | DIRECT DEBIT      | Close Brothers T/ACloseBrosMotFin (51-825497) |         | £136.41 |                            |
| 02/03/2026 | DIRECT DEBIT      | Vodafone (1004750531)                         |         | £18.00  |                            |
| 02/03/2026 | DIRECT DEBIT      | Vision Express (72443316)                     |         | £14.70  |                            |
| 02/03/2026 | DIRECT DEBIT      | DVLA (00000000069934626)                      |         | £17.06  |                            |
| 02/03/2026 | DIRECT DEBIT      | Vodafone (1005778844)                         |         | £20.00  |                            |
| 02/03/2026 | CONTACTLESS       | THE GREEN WELLY STOP                          |         | £24.97  |                            |
| 02/03/2026 | CHIP & PIN        | TESCO STORES 5968                             |         | £144.40 |                            |
| 02/03/2026 | CONTACTLESS       | TAYCHREGGAN HOTEL                             |         | £49.77  | £318.22                    |
| 03/03/2026 | CARD SUBSCRIPTION | Prime Video*138X19WAS                         |         | £2.99   |                            |
| 03/03/2026 | CONTACTLESS       | BRUNCH  |         | £7.40   |                            |
| 03/03/2026 | CONTACTLESS       | PREMIER                                       |         | £28.47  |                            |
| 03/03/2026 | ONLINE PAYMENT    | STAGECOACH SERVICES                           |         | £25.00  |                            |
| 03/03/2026 | CONTACTLESS       | GREGGS  |         | £2.20   |                            |
| 03/03/2026 | CONTACTLESS       | THE BAGUETTE BAR                              |         | £5.85   |                            |
| 03/03/2026 | CONTACTLESS       | A&L BRYCES LIMITED                            |         | £1.35   |                            |
| 03/03/2026 | ONLINE PAYMENT    | Just Eat                                      |         | £32.47  |                            |
| 03/03/2026 | CONTACTLESS       | The Yard                                      |         | £14.95  | £197.54                    |
| 04/03/2026 | DIRECT DEBIT      | Vodafone (7076506805-1001)                    |         | £82.54  |                            |
| 04/03/2026 | CONTACTLESS       | KILMARNOCK CONVENIENCE                        |         | £15.70  |                            |
| 04/03/2026 | CONTACTLESS       | PREMIER                                       |         | £3.45   | £95.85                     |
| 05/03/2026 | DIRECT CREDIT     | Browns Food Group (80 RFF)                    | £503.77 |         |                            |
| 05/03/2026 | TRANSFER          | Gibson Wells (holiday )                       |         | £100.00 |                            |
| 05/03/2026 | CONTACTLESS       | COSTA COFFEE 43010814                         |         | £2.99   |                            |
| 05/03/2026 | DIRECT DEBIT      | Healthy Pets LTD (0530/416137)                |         | £5.31   |                            |
| 05/03/2026 | DIRECT DEBIT      | Healthy Pets LTD (0530/416138)                |         | £7.37   |                            |
| 05/03/2026 | CONTACTLESS       | ANNICK S5TN FS1023                            |         | £9.64   |                            |
| 05/03/2026 | CONTACTLESS       | Taylor's Diner                                |         | £1.50   | £472.81                    |
| 06/03/2026 | DIRECT DEBIT      | Propensio Finance (2410-081159-32257)         |         | £16.35  |                            |
| 06/03/2026 | ONLINE PAYMENT    | BRITISH GAS                                   |         | £30.00  |                            |
| 06/03/2026 | ONLINE PAYMENT    | BRITISH GAS                                   |         | £20.00  |                            |
| 06/03/2026 | CONTACTLESS       | HOME BARGAINS KILMARNO                        |         | £2.99   |                            |
| 06/03/2026 | CONTACTLESS       | CENTRAVEND                                    |         | £1.00   |                            |

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Our terms and conditions can be accessed via the Starling app or by our website www.starlingbank.com/legal. Starling Bank Limited is a member of the Financial Services Compensation Scheme and the Financial Ombudsman Service. For further information about the compensation provided by the FSCS, refer to the FSCS website at www.fscs.org.uk. Further details can also be found on the FSCS Information Sheet and Exclusions List which are available in the app and on our website.

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|            |                   |   |         |         |         |
|------------|-------------------|---|---------|---------|---------|
| 06/03/2026 | CONTACTLESS       | PREMIER                                       |         | £4.15   |         |
| 06/03/2026 | CONTACTLESS       | PREMIER                                       |         | £8.23   |         |
| 06/03/2026 | TRANSFER          | Gibson Wells (xx)                             | £160.00 |         |         |
| 06/03/2026 | CONTACTLESS       | UNIVERSITY HOSPITAL AY                        |         | £6.50   |         |
| 06/03/2026 | CARD SUBSCRIPTION | BUMPER.CO.UK                                  |         | £120.67 |         |
| 06/03/2026 | CONTACTLESS       | GREGGS  |         | £3.1    |         |
| 07/03/2026 | CONTACTLESS       | TESCO STORES 5968                             |         | £22.1   |         |
| 07/03/2026 | CONTACTLESS       | TESCO STORES 5968                             |         | £95.1   |         |
| 07/03/2026 | CARD SUBSCRIPTION | Amazon Prime*UB3AX98T5                        |         | £8.1    |         |
| 08/03/2026 | ONLINE PAYMENT    | ASDA GROCERIES ONLINE                         |         | £27.1   |         |
| 09/03/2026 | DIRECT DEBIT      | Oodle Financial Services (250125102762259-01) |         | £155.1  |         |
| 09/03/2026 | FASTER PAYMENT    | E Lindsay ()                                  | £230.00 |         |         |
| 09/03/2026 | CONTACTLESS       | ASDA Stores                                   |         | £9.32   |         |
| 09/03/2026 | CONTACTLESS       | ASDA Stores                                   |         | £3.48   |         |
| 09/03/2026 | CONTACTLESS       | PREMIER                                       |         | £25.69  |         |
| 09/03/2026 | CHIP & PIN        | ASDA PETROL/UPT                               |         | £20.02  | £280.48 |
| 10/03/2026 | CONTACTLESS       | BROWNINGS THE BAKERS                          |         | £4.25   |         |
| 10/03/2026 | CHIP & PIN        | B&M 773 GLENCAIRN                             |         | £57.74  |         |
| 10/03/2026 | CONTACTLESS       | KILMARNOCK CONVENIENCE                        |         | £18.79  |         |
| 10/03/2026 | CONTACTLESS       | CENTRAVEND LTD                                |         | £6.35   |         |
| 10/03/2026 | CONTACTLESS       | CENTRAVEND LTD                                |         | £3.55   |         |
| 10/03/2026 | CONTACTLESS       | GREGGS  |         | £1.15   |         |
| 10/03/2026 | CONTACTLESS       | YMS CAMPBELLS LTD                             |         | £1.70   |         |
| 10/03/2026 | ONLINE PAYMENT    | STAGECOACH SERVICES                           |         | £25.00  | £156.75 |



